Virtual Care Tool		Video	1:1 and 1:M	Chat	Sched	Client Access	Privacy Review	Consent Required	Cost	**See associated guideline document for instructions on how to access and appropriate use
Video Visits	Supports						*Use at own risk			**Best Use/ Comments**
InTouch (MyVirtualVisit)	Scheduled or Adhoc video/audio visits	✔	✔	✔	✔	Web, SMS, E-mail invite	✔	✔	IH	Endorsed for provider to client adhoc and scheduled visits. Works with Chrome and Safari browsers on any camera enabled device. IH IMIT supported. Supports screen sharing, chat, waiting rooms
Doxy.me (paid or free)	Adhoc video/audio visits	✔	✔	✔		App or Web	*	✔	User	Endorsed for provider to client adhoc virtual visits *Not supported by IMIT, may not work on IH devices if app install required
FaceTime	Adhoc video visits	✔	✔			IOS Native device	✔	✔	NA	Endorsed for provider to client adhoc 1:1 virtual visit *iphone to iphone. Will work on IH devices.
Webex Cloud	Adhoc/scheduled group sessions	✔	✔	✔		Webex client, e-mail invite	✔	✔	IH	May be used for group video/chat sessions. IH IMIT supported. Need IH account and conference number to initiate session that can be requested via the service desk.
Zoom	Adhoc video visits, group sessions	✔	✔	✔		Zoom client, email invite	*	✔	User	Endorsed as safe for use. Can be used for 1:1 or group sessions. Not IH IMIT supported
General Communications										**Best Use**
Phone	Obtain consent, consultation						Follow appropriate guidelines			• Obtain consent for video chat • Perform tele-consultation
SMS Text	Check-in, appointment reminders						Follow appropriate guidelines	✔		• Quick check-ins and follow up • Appointment reminders • Educational information exchange
E-mail	Non-real time transfer of info						IH Outlook only	✔		• Content that is longer than a text message • Content often saved for future reference • Attachments such as prescriptions, instructions, test results, etc.
Facebook Messenger		✔	✔				*			Not endorsed for use – privacy and security
WhatsApp		✔	✔				*			Not endorsed for use – privacy and security

Approved and IH Supported	Endorsed – User supported	Not approved